



/// QM Management ///

USER MANUAL

Summary

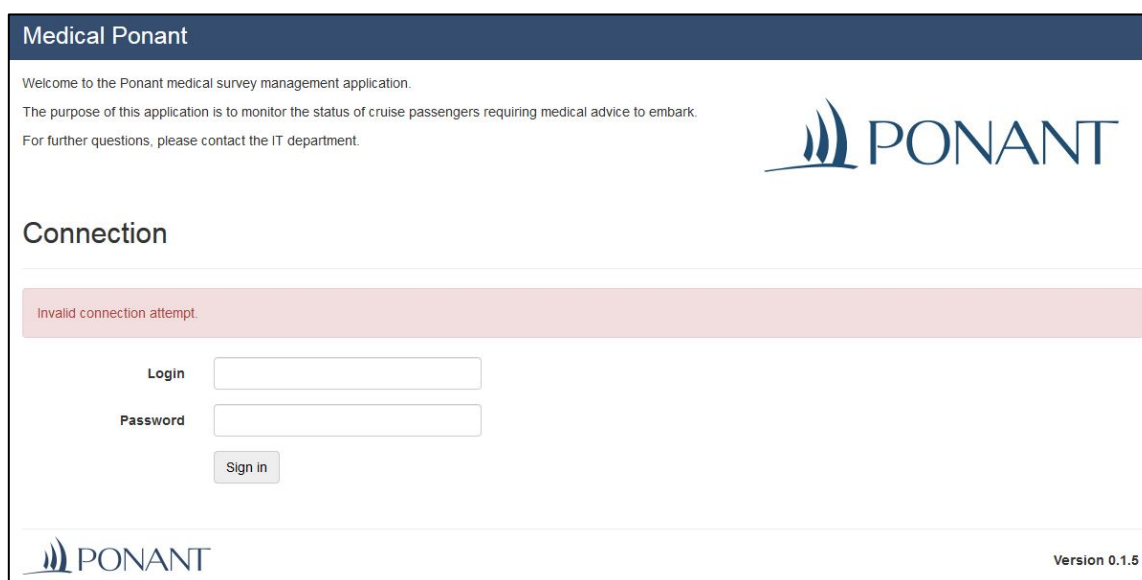
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1 SHORE MANAGEMENT APPLICATION

1.1 Authentification and homepage

1.1.1 User login

Once your account is created, you will receive your login and temporary password by email.



Medical Ponant


Welcome to the Ponant medical survey management application.
The purpose of this application is to monitor the status of cruise passengers requiring medical advice to embark.
For further questions, please contact the IT department.

Connection

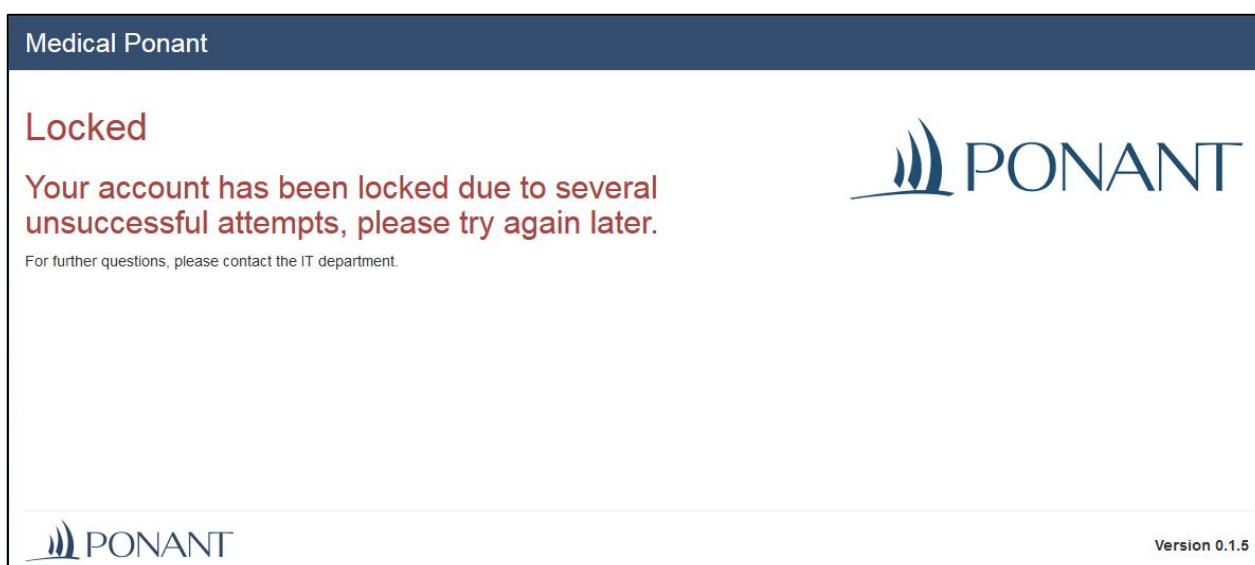
Invalid connection attempt.

Login

Password

 **PONANT** Version 0.1.5

- After 3 successive errors of the password, the user sees its access blocked for a duration of 15 minutes and is automatically redirected to the page below:




Medical Ponant

Locked

Your account has been locked due to several unsuccessful attempts, please try again later.


For further questions, please contact the IT department.

 **PONANT** Version 0.1.5

A confirmation code will be sent by email to the user. Once you receive this code, it shall be entered in the following window to continue the authentication process.


Medical Ponant

This step increases the security of the application. Please fill in the code you received by e-mail.



Check

Code



Version 0.1.5

1.1.2 Change the password after login


It is necessary, during the first connection after resetting a password, or the application that the user is changing his or her password.

For a password to be considered valid by the application, it must meet the following criteria:

- Be different from the current password.
- Have at least 8 characters
- Have at least an uppercase letter, a lowercase letter and a number.

Medical Ponant

To complete the configuration of your account, you must change the temporary password that has been assigned to you.
This action will only be necessary for your first login




Password update

Current password

New password

Confirm password



Version 0.1.5

1.2 Information on cruises and passengers

This part which are accessed via the menu 'Cruise' to access the list of all existing cruises as well as the list of individual passengers and group for each of them.

1.2.1 List of cruises

- To easily find desired cruises, it is possible to filter this list using the filters available above the list of cruises and then applying them via the **"Search"** button This makes it possible to filter the list using the following criteria:
 - Cruise code
 - Name of the boat
 - Name of the destination
 - Date of departure of the cruise
 - First or last name of a passenger
 - Type of cruise
- The actions available for each of the cruises are materialized by icons in the right-hand column. You can access the list of individual passengers and group via the icon:

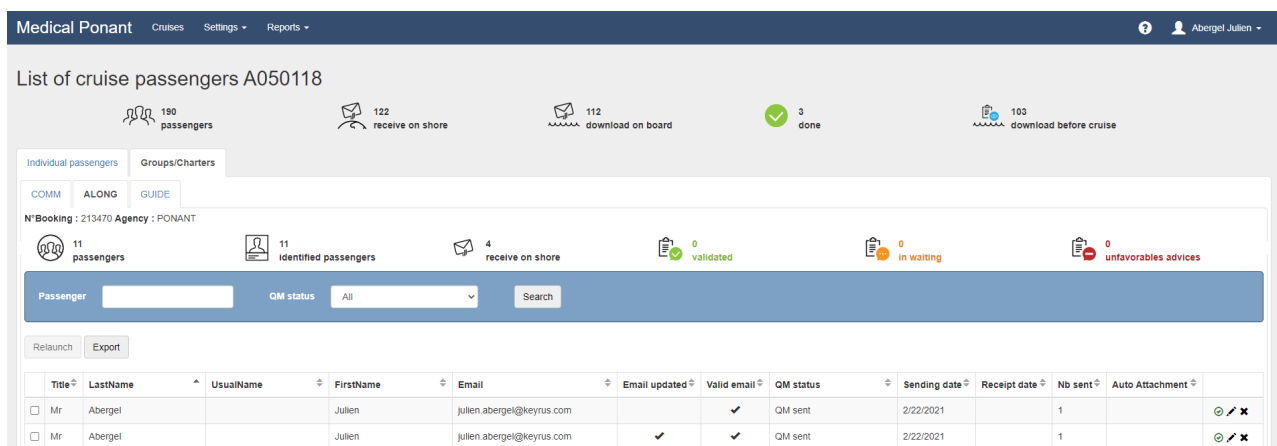


Medical Ponant Cruises Settings Reports						
List of cruises						
<div> <div>Cruise</div> <div>Ship</div> <div>Date of departure</div> <div>Destination</div> <div>Passenger</div> <div>Type of cruise</div> <div>Agency</div> <div>Search</div> </div>						
Cruise	Type of cruise	Date of departure	Destination	Ship	Agency	
A050118		5/1/2021	Asia	L'AUSTRAL	123456 - CRUISEALONG, 2A VOYAGES, ANDREW HARPER TRAVEL, ANGEL WINGS TRAVEL, ASIA (TO), BACK TRACK ADVENTURES, BIGTON TRAVEL, CANADA & ALASKA SPECIALIST HOLIDAYS, CAP 5 INCENTIVE, CLEAN CRUISING, COMPAGNIE INTL DE CROISIERES, CRUISE TRAVELLER, EWATERWAYS CRUISES LTD, EXPEDITION TRIPS, FC FIRST & BUSINESS DIAMOND, FLIGHT CENTRE GYMEA, FRANCIS TRAVEL MARKETING, Global Jetsetting, GRAND NORD GRAND LARGE GNGL, LUXURY CRUISE ESCAPES, NAJA TOURISME, SANDERS TRAVEL CENTRE, SPENCER TRAVEL SOUTHSIDE, TRAVEL MANAGERS, TRAVEL STUDIO, TRAVEL THE WORLD, TRAVEL VOYAGES TOULOUSE, TTI (TRAVEL TRUST INTERNATIONAL), UC UNLIMITED CRUISES GMBH & CO KG, ULTIMATE CRUISING, ULTRAMARINA NANTES, UNIVARMER TC- PERPIGNAN, VOYAGES LAURENT, WILD EARTH TRAVEL, WILDFOOT TRAVEL LTD	
A051218		12/5/2018	Antarctica	L'AUSTRAL	A TIRE D AILES - CROISIERE CLUB, ADVENTURE LIFE, ASIA, BIARRITZ VOYAGES, CANADA & ALASKA SPECIALIST HOLIDAYS, CENTRAL CRUISE, CHAMPAGNE TRAVEL, CLEAN CRUISING, CRUISE TRAVELLER, DELTA VOYAGES, DESTINATION CROISIERES, FOOTPRINTS / BLUE WATER, GALILEE TOURS, GRAND NORD GRAND LARGE GNGL, HOTELPLAN SUISSE MTCH AG, JENSENREISEN, JUEEN VOYAGES - LE PONTET, KUONI CRUISES, MONTROSE TRAVEL, NEW DIRECTIONS TRAVEL, NOOSA CRUISE AND TRAVEL, NORTHGATE TRIPS TRAVEL, QCNS CRUISE, ROYAL CRUISE EXPRESS, SAINT CYR VOYAGES, SAVENIO GLENELG, SOULUNIQ, SOUTHERN EXPLORATIONS, SWOOP ANTARTICA, THOMAS COOK - BORDEAUX TOURNAY, TRAVEL LAB SAS, TRAVEL MARKETING CRUISE WORLD, TRAVEL STUDIO, TRAVEL THE WORLD, TRENDSETTER TRAVEL & CRUISE CENTRE, ULTIMATE CRUISING, VOYAGES CAA - QUEBEC EUR, VOYAGES ET VACANCES SA, WILD EARTH TRAVEL, WINDWARD ISLANDS TRAVEL, WORLD TRAVEL HOLDINGS 6398	
A070219		2/7/2019	Antarctica	L'AUSTRAL	AIRTOURS - TUI DEUTSCHLAND GMBH, CHIMU ADVENTURES, CHINA OCEAN INTL TRAVEL SERVICE, CRUISE.COM, EXPEDITION TRIPS, FRANCIS TRAVEL MARKETING, HELLOWORLD HORSHAM, HNL TRAVEL ASSOCIATES, INCA TRAVEL, NEW WAVE TRAVEL - TORONTO, TAUCK, THE CRUISE AND TRAVEL AUTHORITY, THOMAS COOK - ROOSEVEL, TRAVEL LAB SAS, TRAVEL THE WORLD, TULLY LUXURY TRAVEL, ULTIMATE CRUISING, WATERPROOF CRUISES & EXPEDITIONS, WILD EARTH TRAVEL	
A090119		1/9/2019	Antarctica	L'AUSTRAL	AUSTRALIE TOURS / ALMA LATINA, BLACK ROCK TRAVEL, CROISIERES POUR TOUS, CRUISE TRAVELLER, CRUISECO, ECLIPSE TRAVEL, GRAND NORD GRD LARGE / TERRES D AVE, KUONI CRUISES, MAKILA VOYAGES, OUR VACATION CENTERICE ENTERPRISE, SOULUNIQ, TAUCK, TRAVEL EXPERTS INC HQ- RALEIGH NC, TRAVEL THE WORLD, ULTIMATE CRUISING, UN MUNDO DE CRUCEROS / LATITUD 4, WILD EARTH TRAVEL	
A140319		3/14/2019	Ocean Voyage	L'AUSTRAL	AVIATION AND TOURISM, BLUE PLANET FLUGREISEN GMBH, CENTRAL DE CRUCEROS, COMPAGNIE INTL DE CROISIERES, CRUISECO, FROSCH TRAVEL - HOUSTON, HELBLING Reisen AG GOSSAU, ISABEL TRAVEL, KUONI CRUISES, LIPPE-REISESERVICE, MONACRUISES, PACIFIC REPS LTDA, QCNS CRUISE, TRAVEL PROFESSIONALS INTERNATIONAL, TRAVEL STUDIO, VACATIONS TO GO, WILD EARTH TRAVEL, ZEETOURS CRUISES	
A150120		1/15/2020	Antarctica	L'AUSTRAL	AMPLITUDES - TOULOUSE, CRUISE TRAVELLER, EAGLE TRAVEL, GALAXIE VOYAGES, NAJA TOURISME, OASIS TRAVEL, PRINTEMPS VOYAGES LYON, REISEBUERO HAGEMANN, STRONG TRAVEL SERVICES, THOMAS COOK - ANNEEMASSE, THOMAS COOK - CANNES BELGES, THOMAS COOK - MONACO IRIS, TRAILFINDERS - LONDON, TRAVEL THE WORLD, TUI TRAVELSTAR REISECENTER MICHEL, ULTIMATE PLACES, VOTRE VOYAGE, WILD EARTH TRAVEL	

1.2.2 Passenger of group information

- For each group, there are indicators that do not take into account the passengers of this group as follows:
 - number of passengers in the Group
 - number of QM received
 - number of QM validated
 - number of QM pending
 - number of unfavorable QM

- So you can easily find passengers wanted, it is possible to filter the list of the passengers in the group using the filters available above the passenger list then applying it via the "Search" button
This makes it possible to filter the list using the following criteria:
 - First, last or usual name of a passenger
 - Passenger status



Medical Ponant | Cruises | Settings | Reports | Abergel Julien

List of cruise passengers A050118

190 passengers | 122 receive on shore | 112 download on board | 3 done | 103 download before cruise

Individual passengers | Groups/Charters

COMM | ALONG | GUIDE

N°Booking : 213470 Agency : PONANT

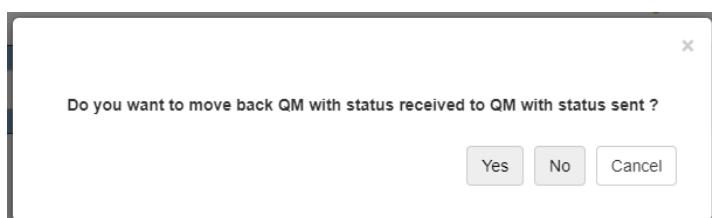
11 passengers | 11 identified passengers | 4 receive on shore | 0 validated | 0 in waiting | 0 unfavourable advices

Passenger: [input] QM status: All [dropdown] [Search]

Relaunch | Export



	Title	LastName	UsualName	FirstName	Email	Email updated	Valid email	QM status	Sending date	Receipt date	Nb sent	Auto Attachment	
<input type="checkbox"/>	Mr	Abergel		Julien	julien.abergel@keyrus.com		✓	QM sent	2/22/2021		1		🔄 ✎ ✕
<input type="checkbox"/>	Mr	Abergel		Julien	julien.abergel@keyrus.com	✓	✓	QM sent	2/22/2021		1		🔄 ✎ ✕

- It is possible for each passenger to make a stimulus via the button "relaunch". Before you need to select the passenger(s) on the first column. If in the group some passengers who have their QM status on "QM Received" have been selected, a pop up appears and ask Do you want move back QM with the status received to sent QM status?




- The passenger list allows, however, to view the personal information of the passenger, but also information about the treatment of the QM.
- It also lets you perform the following actions for each passenger group:
 - Block or unblock a passenger.
 - Edit the email address of a passenger.
 - Remove a passenger from the current cruise.

1.2.3 Enable / disable a passenger

- After accessing the list of passengers of a cruise and after identifying the passenger wanted to, it is possible via the icons in the right column to perform actions on this passenger.
- A currently active passenger will then present the icon:  Then just use this icon to turn off the passenger for the current cruise. A message requesting confirmation of the action will be displayed to the user before making the change. Once the passenger is disabled, this icon will disappear and will be replaced by the icon: 

1.2.4 Change the email address of a passenger

- After accessing the list of passengers of a cruise and after identifying the desired passenger it is possible via the icons in the right column to perform actions on this passenger.
- To change the email address of a passenger then just use the icon: 

1.2.5 This action is possible only for individual passengers and only for passengers for which no medical advice has yet been made. Adding a passenger to a cruise

- This window allows you to add a new user within the application via the "Add" button.
- Once this button is used, an input window that will fill in the personal information of the passenger as well as his login information will display overlay of the previous window as shown below:

Add a passenger
×

N° booking * 213470

Title

LastName *


UsualName *

FirstName *

Email *

- It is imperative to add a user that all fields are filled in with valid elements and abide by the following terms:
 - **Title:** civility of passenger
 - **LastName:** the last name of passenger.
 - **UsualName:** the usual name of passenger
 - **FirstName:** the first name of passenger
 - **Email:** it must be a valid email.

1.2.6 Change passenger information

- After having accessed to the list of passengers and identified the passenger wanted, it is possible to change this user via the icon: 

Edit agency
×

N° booking 213470

Title

LastName

UsualName

FirstName

Email

☐ **Re-Send Survey**

- By checking this box "Re-send survey" you can resend a medical survey to the passenger.


1.2.7 Import passengers

- This feature is only available for agencies
- The import only works if there is no data in the table
- To import data, you must first download the template by clicking on the "Template" button.
- Then, you have to open the file "xxxxxx-ImportPassengers.csv".
- After completing and saving the file, click on the "Import" button to import the data present in the previously completed file.

1.2.8 Export passengers

- This feature works for all types of users
- The import only works if there is data in the table
- To export all the data from the table, just click on the "Export" button which will create a file on your computer




1.2.9 Remove a passenger



















- After you access the list of passengers of a cruise and having identified the passenger wanted to, it is possible via the icons in the right column to perform actions on this passenger.
- To remove a passenger from the current cruise, then just use the icon: 

1.3 Settings for users

- This party whose access is via the menu "Settings" then "User" to access the list of all existing users of the application.
- There is also the possibility to perform all actions on users such as adding, changing, deleting, or even reset the password.

1.3.1 List of users

- This window allows you to view the list of all existing users currently in the application but also to add a new user via the "Add" button.
- To easily find users wanted, it is possible to filter this list using the filters available above the list of users and then applying them via the "Search" button This makes it possible to filter the list using the following criteria:
 - First or last name of a user
 - Role of the user
 - Type of user access
 - Shore Access
- The actions available for each user are materialized by icons in the right-hand column. You can find 3 different icons to perform the following actions:
 - Reset the word to a user via the following icon: 
 - Change a user via the following icon: 
 - Delete a user through the following icon : 

Medical Ponant Cruises Settings Reports ? Abergel Julien									
User management									
Agency		User		Role	All	Shore access	All	Search	
Add									
Agency Name	LastName	FirstName	Login	Email	Shore access	Role	Ship	Logo	
PONANT	Abergel	Julien	jabergelBookingAdmin	julien.aberge2l@keyrus.com	●	Booking Administrator		Capture.PNG ✕	  
PONANT	Abergel	Julien	jabergelDoctor2	julien.abergel@keyrus.com	●	Doctor			  
PONANT	Abergel	Julien	jabergelGroup	julien.abergel@keyrus.com	●	Group			  
1300CRUISE	Abergel	Julien	jabergelAA	julien.abergel@keyrus.com	●	Agency Administrator			  
PONANT	Abergel	Julien	jabergelltadmin	julien.abergel@keyrus.com	●	IT Administrator			  
PONANT	Abergel	Julien	jabergelAgencyAdmin	julien.abergel@keyrus.com	●	Agency Administrator		photo.png ✕	  

1.3.2 Add a user

- This window allows you to add a new user within the application via the "Add" button.

Add user
✕

Agency *

LastName *

FirstName *

Login *

Password *

Email *

Shore access

☒

Role


All ▼

Cancel


Save

- It is imperative to add a user that all fields are filled in with valid elements and abide by the following terms:
 - Agency:** the name of agency.
 - Login:** there must not be other users with the same login.
 - Password:** A generated password is automatically suggested but it is possible to change provided that the password entered meets the security criteria (minimum 8 characters with a tiny, 1 capital letter, and 1 number).
 - Email:** it must be a valid email.
 - Shore Access:** it determines if the user can connect to the application.
 - Role:** it determines the profile associated with the user.

1.3.3 Reset the password of a user

- After having accessed to the list of users and identified the user wanted, it is possible to reset his password via the icon: 
- Then just use this icon in the row of the user to reset the password of this user.

1.3.4 Change a user

- After having accessed to the list of users and identified the user wanted, it is possible to change this user via the icon: 

Edit a user
×

Agency *

LastName *


FirstName *

Login *

Email *

Shore access ☒

Role


Logo 

(Capture.PNG)

Cancel
Save

- Once desired items have been properly modified, it is possible to validate the record with the button "**Save**". After the user has been changed, the window closes and its changes will be visible in the list of users.
- The validation of the various fields is similar to that put in place when a new user is added.

1.3.5 Remove a user

- After having accessed to the list of users and identified the user wanted, it is possible to remove a user from the icon: 
- Then just use this icon in the row of the user concerned to remove this user
- A message requesting confirmation of the action will be displayed to the user connected before deleting.

1.4 Upload medical survey passenger

The purpose of this page is to allow the passenger to send or resend their medical survey completely independently. They can also send additional documents.

- This is the page a passenger will see:



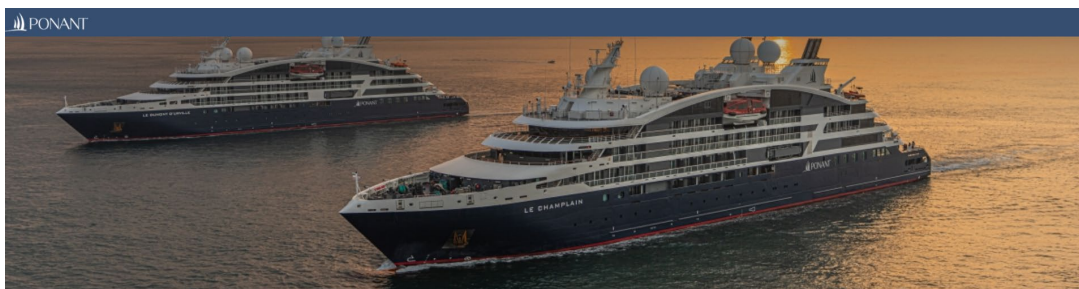
- This form is not accessible after the departure of the cruise.
- This page is available in English and French.
- The medical survey should not be submitted until maximum 3 months before your departure date.
- If a medical survey has already been sent, you can send another one.
- The maximum file size is 8mb.
- The medical survey field is the only mandatory field.

1.4.1 Add a medical survey and additional documents

- To add a medical survey, click on the file icon on the right of the field.
- You can also add up to five additional documents.
- Once the fields are filled in, click on "Send" to send the medical survey to the QM application which will process them.
- If an error appears when sending, contact your reservation agent.

1.4.2 Cruise departure

- If the passenger wants to access the page after the departure of the cruise. This message appears



Sorry, this page is not accessible after the departure of your cruise.

1.4.3 Error message

- If the form was not sent due to a technical error, this message appears :



Sorry, an error has occurred.
Please contact your reservation agent.

1.4.4 Success message

- If the form has been sent successfully, this message appears :




Your documents have been sent.


0

1.4.5 Responsive design

- This page is also available in mobile version




Dear Mrs ABERGEL Julien,



Your booking reservation has been made with LE VOYAGE SELON ALFRED GRENOBLE. We will have the pleasure of welcoming you very soon aboard our ship, LE COMMANDANT CHARCOT. To complete your registration, please fill out the form below.

Medical Survey



Related Documents

